

CLAIMS

What is claimed is:

5 1. A method for monitoring provisioning of
DSL services, comprising the following steps:
 querying DSL network elements for information
relating to provisioning DSL services;
 processing the information relating to
10 provisioning DSL services to identify unacceptable delays
in provisioning DSL services; and
 reporting an unacceptable delay.

15 2. The method of claim 1, wherein the step of
querying DSL network elements for information relating to
provisioning DSL services comprises requesting
information from at least one of a network management
system, an element management system, and DSL
multiplexor.

20 3. The method of claim 1, wherein the step of
querying DSL network elements for information relating to
provisioning DSL services comprises querying for

information relating to the timing of acts performed in provisioning DSL services.

4. The method of claim 1, wherein processing
5 the information relating to provisioning DSL services to identify unacceptable delays in provisioning DSL services, comprises calculating the time required to perform acts associated with provisioning DSL services.

10 5. The method of claim 1, wherein reporting an unacceptable delay comprises forwarding an e-mail.

6. The method of claim 1, further comprising
15 generating a report identifying the time required to perform acts associated with provisioning DSL services.

7. The method of claim 6, wherein generating
a report identifying the time required to perform acts associated with provisioning DSL services comprises
20 displaying statistics on a monitor, wherein the statistics specify the time required to perform acts associated with provisioning DSL services.

8. The method of claim 1, wherein the step of querying DSL network elements for information associated with provisioning DSL services comprises querying for at least one of the following: data indicating the time a request to make a cross connect was received at a multiplexor; data indicating the time a cross connect was made in a multiplexor; data indicating the time a request to provision a DSL service was received at an EMS; data indicating the time an EMS completed responding to a request to provision a DSL service; data indicating the time an action was taken by an EMS in response to a request to provision a DSL service; data indicating the time a request to establish a cross connect was received at an ATM switch; data indicating the time a cross connect was completed at an ATM switch; data indicating the time a request to provision a DSL service was received at an NMS; data indicating the time an action was taken by an NMS in response to a request to provision a DSL service; and data indicating the time a request to provision a DSL service was completed at an NMS.

9. A computer readable medium having computer executable instructions thereon for performing the

following steps:

querying DSL network elements for information relating to provisioning DSL services;

processing the information relating to provisioning DSL services to identify unacceptable delays in provisioning DSL services; and reporting an unacceptable delay.

10. The computer readable medium of claim 9, wherein the instructions for querying DSL network elements for information relating to provisioning DSL services, comprise instructions for requesting information from at least one of a network management system, an element management system, and DSL multiplexor.

11. The computer readable medium of claim 9, wherein the instructions for querying DSL network elements for information relating to provisioning DSL services comprises instructions for querying for information relating to the timing of acts performed in provisioning DSL services.

12. The computer readable medium of claim 9,
wherein the instructions for processing the information
relating to provisioning DSL services to identify
unacceptable delays in provisioning DSL services,
5 comprises instructions for calculating the time required
to perform acts associated with provisioning DSL
services.

13. The computer readable medium of claim 9,
10 wherein the instructions for reporting an unacceptable
delay comprise instructions for forwarding an e-mail.

14. The computer readable medium of claim 9,
further comprising computer executable instructions for
15 generating a report identifying the time required to
perform acts associated with provisioning DSL services.

15. A system for monitoring provisioning of
DSL services, comprising:

20 a processor for executing computer executable
instructions; and

memory for storing computer executable
instructions, wherein said memory has stored therein

computer executable instructions for performing the following steps:

querying DSL network elements for information relating to provisioning DSL services;

5 processing the information relating to provisioning DSL services to identify unacceptable delays in provisioning DSL services; and

reporting an unacceptable delay.

10 16. The system of claim 15, wherein the instructions for querying DSL network elements for information relating to provisioning DSL services, comprise instructions for requesting information from at least one of a network management system, an element
15 management system, and DSL multiplexor.

17. The system of claim 15, wherein the instructions for querying DSL network elements for information relating to provisioning DSL services
20 comprises instructions for querying for information relating to the timing of acts performed in provisioning DSL services.

18. The system of claim 15, wherein the instructions for processing the information relating to provisioning DSL services to identify unacceptable delays in provisioning DSL services, comprises instructions for calculating the time required to perform acts associated with provisioning DSL services.

19. The system of claim 15, wherein the instructions for reporting an unacceptable delay comprise instructions for forwarding an e-mail.

20. The system of claim 15, wherein said memory has further stored thereon computer executable instructions for generating a report identifying the time required to perform acts associated with provisioning DSL services.